

A Simple Solution to a Complex Problem



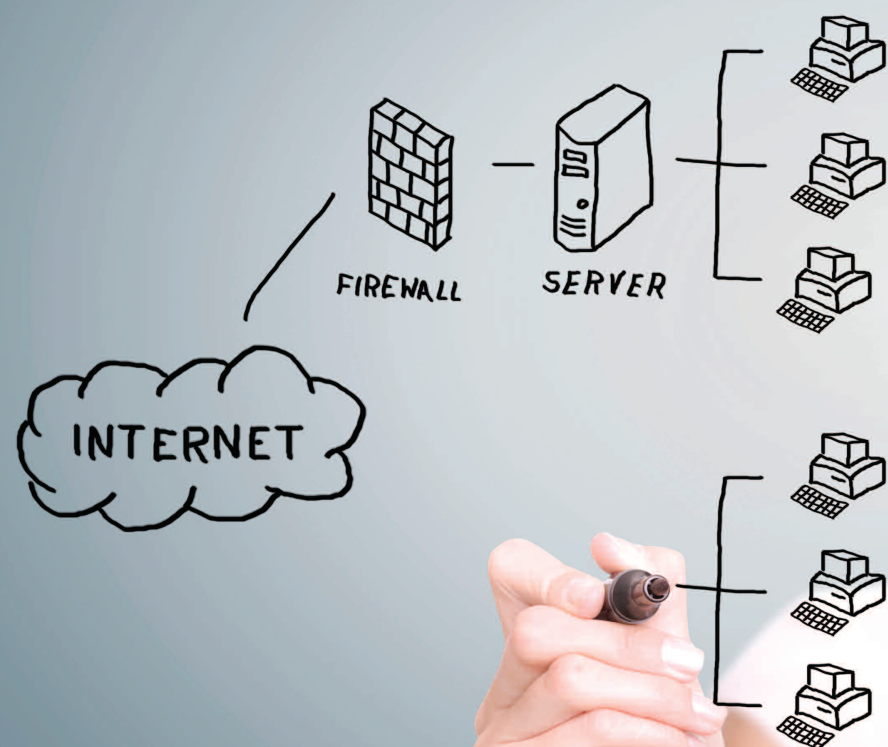
Technology Services Solutions

As network environments become increasingly complex, businesses with limited internal resources are faced with real challenges. Network reliability and performance are critical to increasing productivity and enhancing customer satisfaction. To help balance your need for a high-performance network with service and convenience, Open Solutions provides all the technology services required to not only build a complete network for your financial service institution, but also to maximize security, availability and performance.

Our suite of comprehensive network services and solutions includes:

- Wide Area Network (WAN) Design, Implementation and Management
- Local Area Network (LAN) Design and Implementation
- Computing Hardware, Operating Systems and Software Solutions
- Hosted Security Solutions and Managed IT Services

Because every network environment is unique, we work with you to design a network tailored to your precise business requirements.



WAN Design, Implementation and Management

For financial institutions, system downtime or poor performance can impact your bottom line, and decrease customer satisfaction. As your network services provider, Open Solutions is prepared to review your requirements as well as propose designs, offer solutions and manage capacity planning for your wide area network.

With combined network and financial services experience of more than 125 years, our Network Design Review Board creates innovative technology solution designs, such as MPLS WAN environments, using consistent design methodologies and enforcing best practices. While we focus on your network, your internal staff can focus their attention on core system delivery and other critical issues.

Open Solutions offers competitive pricing through relationships with multiple carriers, including AT&T™, Verizon® and Qwest®, and we draw on Cisco®'s industry-leading routing solutions. We also provide state-of-the-art VoIP through established providers such as AltiGen Communications and ShoreTel®.

Open Solutions' Wide Area Network (WAN) monitoring, management and support includes:

- Automated proactive notification of device faults, failures and activity that exceeds predefined performance thresholds
- Three levels of data center support and engineering
- Router configuration management and software version control
- Bandwidth utilization management
- Problem determination and resolution
- Vendor management
- Network documentation

In addition, we provide our managed-service clients with a client web portal. This interactive portal provides access to real-time network information such as utilization reporting, trouble ticket status, operational and escalation procedures, historical reports and more. The web portal enables Open Solutions and its clients to work together – with Open Solutions quickly recognizing and resolving issues through load balancing, rerouting, etc.

From WAN design through provisioning and installation, Open Solutions is well equipped to support your full range of WAN needs.

LAN Design, Implementation and Performance Monitoring and Management Services

To meet your local area networking needs, Open Solutions offers a comprehensive range of hardware and software implementation services.

We can help you design a local area network that leverages your existing technology investment, offering hardware installation services for network switches and servers, user workstations, printers and scanners. In addition, we provide software installation and integration services for Open Solutions applications, third-party software applications, virus protection and more. Complete support for conversions/migrations from old to new technology solutions, including Novell® to Windows Server® LAN environment and Exchange email migrations is also available.

To round out our LAN-related services, we also provide managed services through a partnership with industry-leading managed services provider, HEIT. This service offers you complete server, desktop, printer and internal network performance monitoring and management services, which helps to ensure optimal performance, operational efficiency and uptime of your technology assets.

Computing Hardware, Third-Party Software Solutions and Digital Signage

Open Solutions offers extremely competitive prices for hardware and software acquisitions by leveraging strategic partnerships with major technology and software providers. Our seasoned staff – which has extensive hardware training and certification – continuously reviews the marketplace for new and improved products to best anticipate your needs and react swiftly to your ever-changing environment.

A relationship with Open Solutions provides you with:

- Consulting services, configuration and sales of server equipment, workstations, printers, office productivity applications, virus protection and other ancillary products
- Hosted digital signage solutions through our partnership with AT&T™ to help you deliver targeted marketing messages in branch, promoting cross-sell and up-sell opportunities
- Efficient fulfillment services and competitive pricing through established relationships with industry-leading manufacturers such as HP, IBM®, Dell®, Craden, Addmaster, Microsoft®, Symantec™, Verant and Epson®

Hosted Security Solutions and Managed IT Services

Protecting your network and your customer/member data is critical. That's why Open Solutions provides comprehensive security solutions (through our partner and industry leader Perimeter eSecurity) to help you prevent network intrusions, and respond quickly and efficiently should a breach occur. We offer:

- Hosted firewall and intrusion defense solutions
- Secure email services, hosted email, calendaring, content filtering, encrypted email and email archiving
- Malicious code defense, hosted Web content filtering, spam blocking, and hosted and managed virus protection solutions
- Systems management solutions that include policy, vulnerability and patch management, and hardware/software inventory management



To evaluate system security and ensure that you're meeting the necessary regulatory requirements, Open Solutions can also conduct an information security assessment which includes:

- Vulnerability assessment of internal and external networks, as well as host security
- Architecture review of network design, firewall configuration, router configuration and network operating system
- Physical security review of access controls, alarm systems, processes for handling visitors, etc.

After the assessment, we will deliver detailed and executive-level reports of our findings, including vulnerabilities, associated risks and recommendations for resolving any issues.

Full Technology Stack Support

Open Solutions Technology Services

Open Solutions is a total solutions provider for your applications, network and IT management. By partnering with us, you not only get innovative solutions based on proven technologies, but also experienced professionals with a thorough understanding of financial institution operations and regulatory requirements.

Technology Purchasing

Network Accounting

Network Implementations

Technology Engineering

Router Group Support

Data Center Telecom Support

We offer a complete design, management, support and fulfillment infrastructure along with a single point of coordination – from pre-sales consulting to network design through client acceptance – to ensure that your network environment needs are fully met.

Open Solutions Inc.® is dedicated to helping community-based financial institutions succeed. Innovators of open, relationship-centered core banking, Open Solutions DNA™ drives collaboration amongst banks, credit unions and other financial services firms around the globe.

Open Solutions strengthens its client community by providing: industry insights and guidance; a highly visible advocacy program for community financial institutions; and leading technology solutions that enable our clients to improve productivity, increase revenue and most importantly, strengthen relationships.



There's Power in Community

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